

*Iowa Utilities Board***NEWS***Elizabeth S. Jacobs, Chair**Nick Wagner, Board Member**Sheila K. Tipton, Board Member***FOR IMMEDIATE RELEASE:** September 4, 2014**Contact** | Rob Hillesland, 515.725.7322, rob.hillesland@iub.iowa.gov **Web site** | <http://iub.iowa.gov>

Telephone assistance program helps income-eligible consumers stay connected

National Lifeline Awareness Week is September 8-14

(Des Moines) – National Lifeline Awareness Week is September 8-14, 2014, and the Iowa Utilities Board is working with states across the country, the Federal Communications Commission (FCC), and the National Association of Regulatory Utility Commissioners to remind Iowa consumers about available benefits and eligibility requirements of the Lifeline telephone assistance program.

Lifeline is a federal government benefit program that provides financial discounts on monthly telephone service bills for qualified low-income subscribers. If eligible, the program provides a monthly credit for one telephone connection, either wireline or wireless, per qualified household, of \$9.25. Telephone service is essential for staying connected to family, job opportunities, community resources, and vital emergency services.

The Board would also like to remind participants and service providers about eligibility and other rules, including the annual recertification requirement, to make this program as efficient and effective as possible.

To become certified for the Lifeline program, consumers must have an annual income at or below 135 percent of the federal [poverty guidelines](#) or participate in other federal public assistance programs. Potential participants are required to provide supporting documentation for family income or assistance program participation when applying for certification in the Lifeline program.

To avoid FCC citations and fines, households currently receiving more than one Lifeline benefit must select a single Lifeline service provider and de-enroll from the program with other provider(s). Once enrolled, it is mandatory that all Lifeline-certified customers complete and return annual eligibility verification forms to continue receiving Lifeline monthly assistance.

To apply, one must first verify that the local telephone service provider of choice is a Lifeline participant. A [list of the verified providers in Iowa](#), along with additional Lifeline information, is available on the Universal Service Administrative Company Website, www.lifelinesupport.org. Next, complete an [application form](#) available online from the Board or from participating local telecommunications service providers and return the form to the chosen service provider.

(MORE)

To learn more about Lifeline, go online to visit www.fcc.gov/lifeline/outreach and review the [Iowa Utilities Board Lifeline Consumer Information](#). Questions may also be directed to the local telecommunications service provider or persons may call the Board toll-free at 1-877-565-4450.

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